



FM



DoIT



MC



CR



HR

# Town Manager's Office

Under the direction and guidance of the Town Manager, Assistant Town Manager and Special Projects Manager, each division within the Town Manager's Office has established performance objectives, generally linked to the Town's long-term Vision. This report highlights the divisions' performance relative to their objectives, as well as other key accomplishments.

FM

FACILITIES  
MAINTENANCE

Provides a safe, clean, positive environment at all municipal facilities, for both employees and the public

DoIT

DIVISION OF  
INNOVATION  
AND  
TECHNOLOGY

Partners with departments Townwide to strategically implement technology that is secure and well-supported

MC

MUNICIPAL  
COURT

Committed to the administration of justice with equality, fairness and integrity, in an expeditious and timely manner, for the people of Castle Rock

CR

COMMUNITY  
RELATIONS

Facilitates community outreach and involvement for departments Townwide

HR

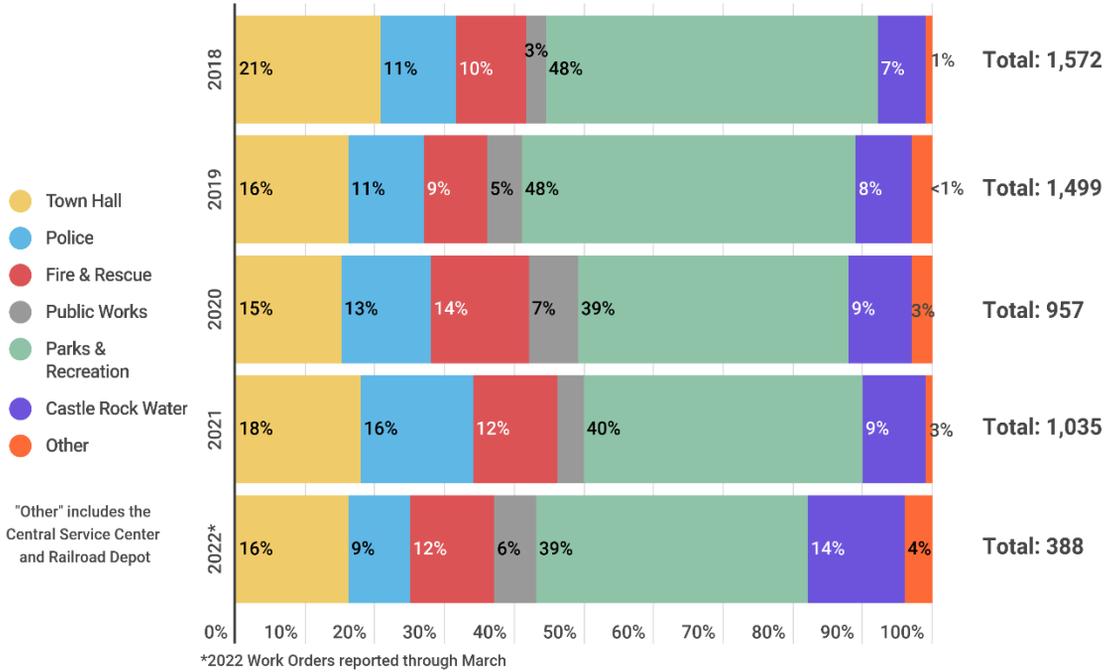
HUMAN  
RESOURCES

Serves as an internal consulting resource, provides innovative programs in support of the Town's values and fosters positive work relationships

- ▶ Completed **138** preventative maintenance activities and **23** custodial inspections in addition to regular work order requests. In total, the Facilities team handled **340** work orders in March
- ▶ Total work orders through March are up **32%** over the same period in 2021
- ▶ Completed Town Hall and Police Department snow removal for **three** events in March
- ▶ Selected vendor for new work order/asset tracking software system, to be implemented later in 2022
- ▶ Completed generator repairs identified during routing service, fire alarm sensor replacement at the MAC and backflow inspections for Town facilities
- ▶ Prepared numerous contracts for upcoming work including sidewalk replacement at Fire Station #154, carpet replacement at the Public Safety Training Facility and Police Department soundproofing
- ▶ Provided support for numerous other projects including the Police Department basement renovation, Police Department ADA improvements and Town Hall office modifications

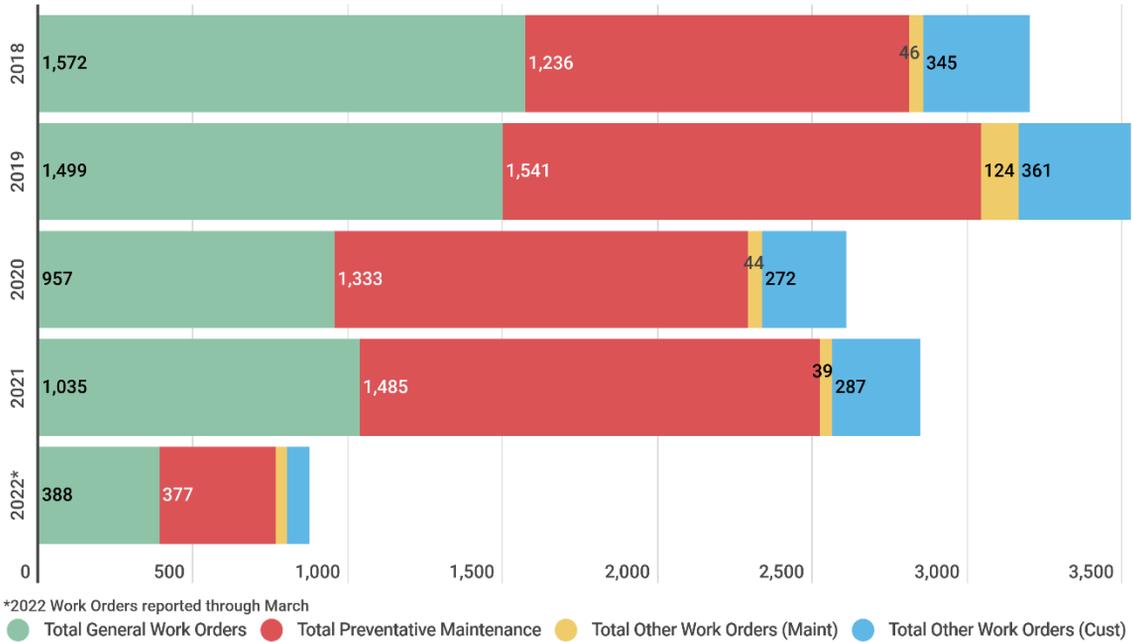
# Facilities Division

## General Maintenance Work Order % by Department



# Facilities Division

## All Work Orders



"Other" work orders include event setups, snow removal and custodial work orders/inspections



DoIT

# Key Accomplishments

- ▶ Conducted **six** Town-wide training classes
- ▶ Implemented a new main Town phone number and recording (720-896-TOWN)
- ▶ Successful upgrades of Laserfiche (document management), Cartegraph (asset management) and Mimecast (email security)
- ▶ Go-live of the Town's new Volunteer Management Portal – [CRgov.com/volunteer](https://CRgov.com/volunteer)

# DoIT

## Help Desk

Addressed **417** total tickets, with an average time to resolve of **45** hours

There were **three** emergency tickets this month, **100%** of which were resolved within one calendar day (80% is goal)

There were **35** urgent priority tickets this month, **100%** of which were resolved within two calendar days (85% is goal)

There were **361** medium priority tickets this month, **97%** of which were resolved within 10 calendar days (90% is goal)

## Geographic Information Systems (GIS)

Addressed **35** total tickets, with an average open-to-resolve time of **38** hours

There were no annexations in March

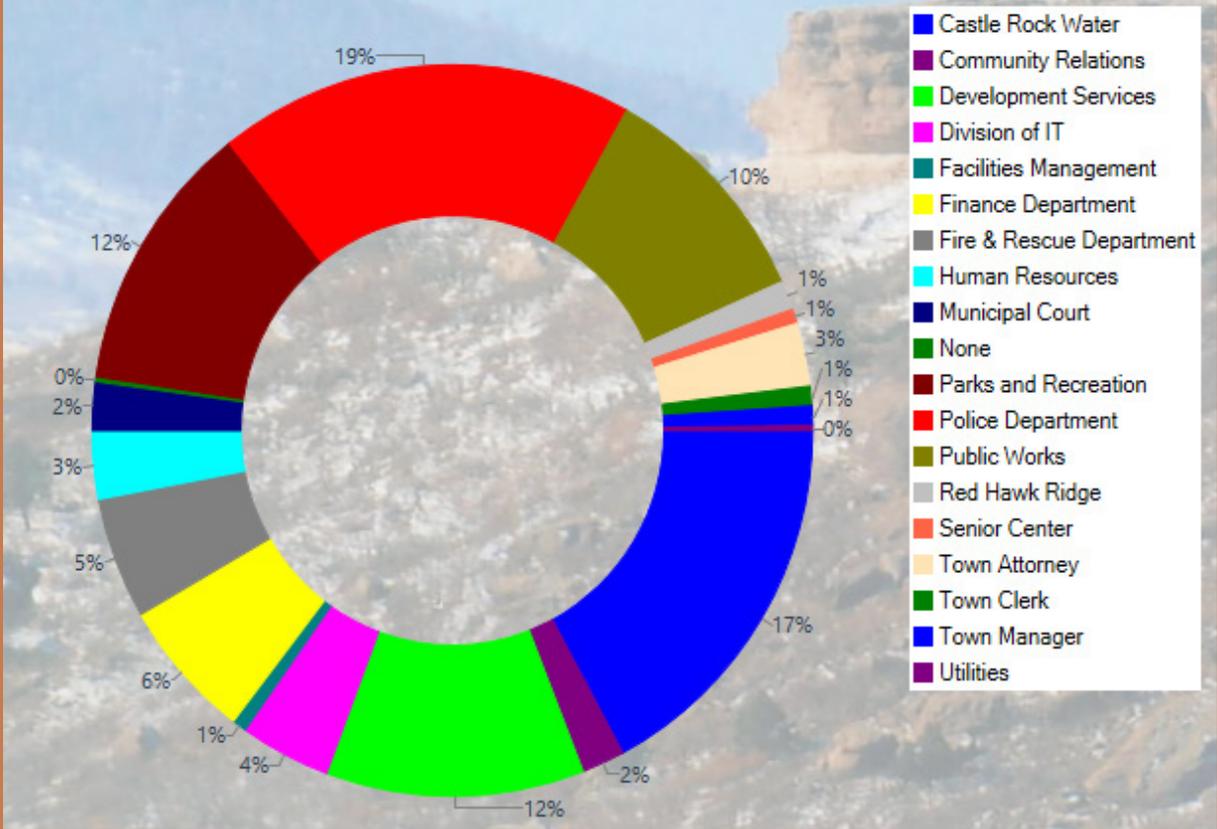
There were no zoning changes in March

There were **no** parcel updates in March

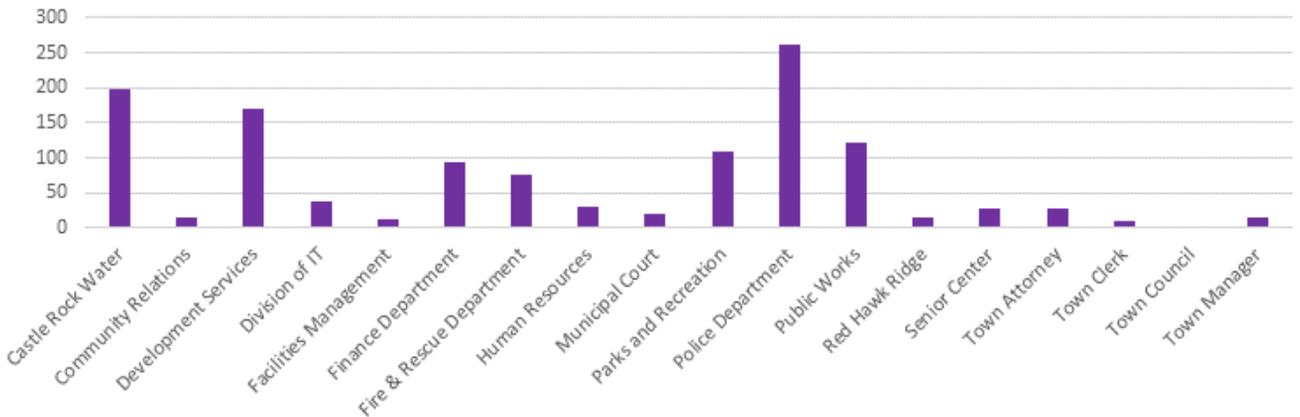
# DoIT

## Tickets by Department

3/1/2022 - 3/31/2022

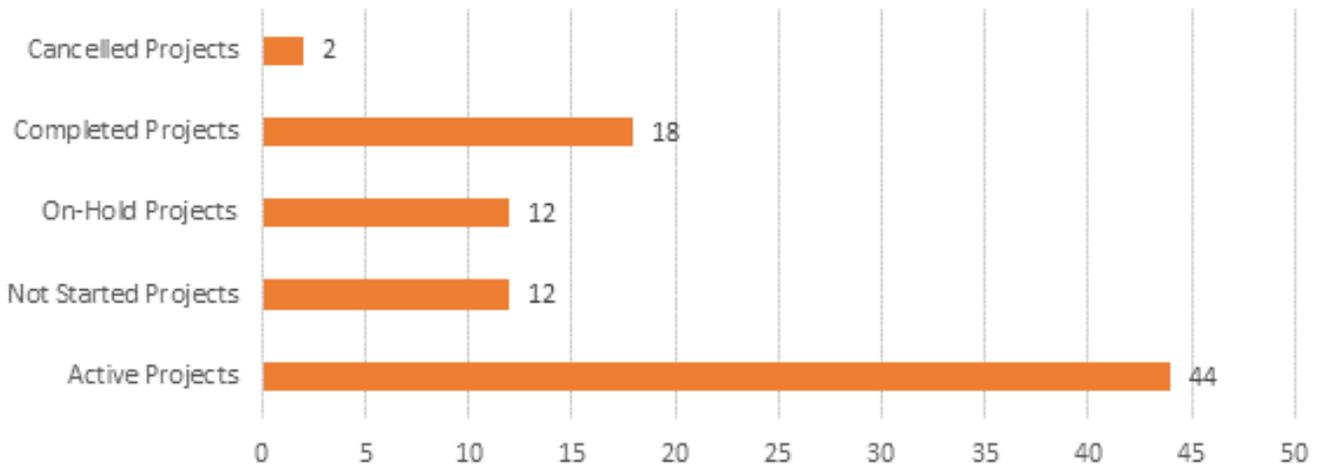


## YTD Tickets = 1248

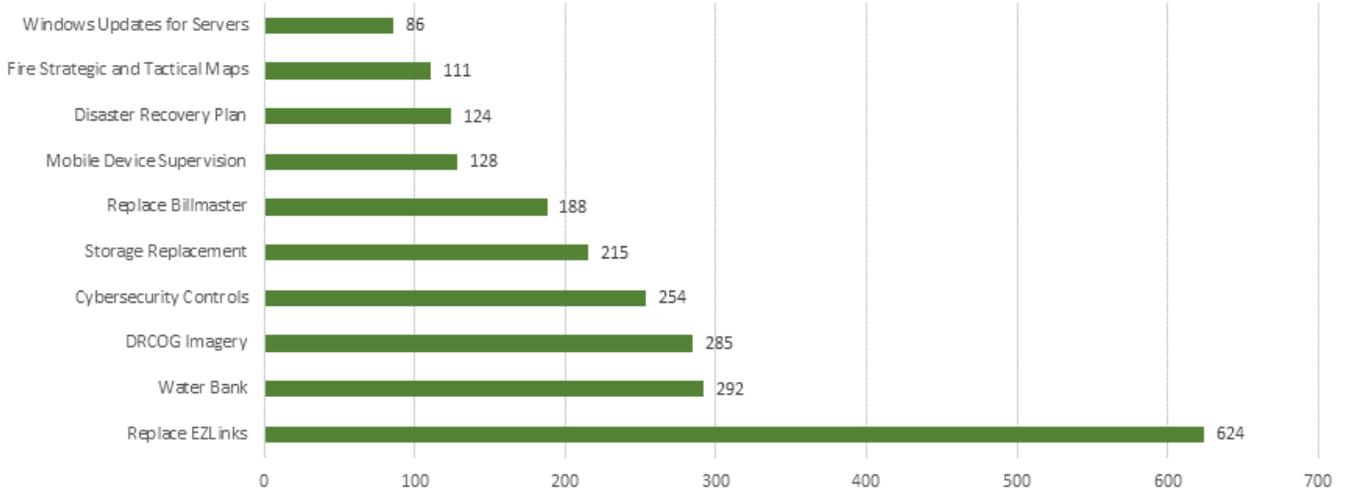


# DoIT

## DoIT Project Summary



## Top 10 Active Projects by Hours





MC

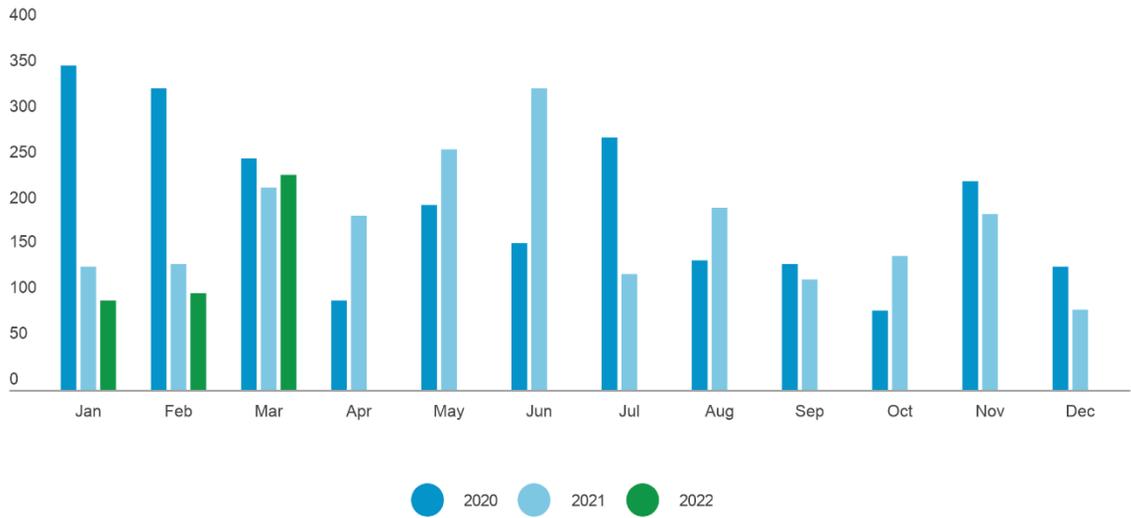


# Key Accomplishments

- ▶ The Court team would like to welcome Kerstin Keough, our new Arraignment Court Clerk! Kerstin will primarily be helping during Court sessions on Wednesdays. Kerstin previously served on the Public Safety Commission and she was a long-term volunteer for the Police Department
- ▶ New audio/visual equipment is being installed in the courtroom. Court staff will be able to run all audio/visual equipment from the Bench
- ▶ Court staff audited **15** years of parking tickets. In this process, paid tickets were shred in accordance with the Town's retention schedule. Cases with outstanding balances were confirmed with collections. Cases in which warning letters were returned by the post office were researched in an attempt to find a current address. New warning notices were mailed to the most recent address found

# MUNICIPAL COURT

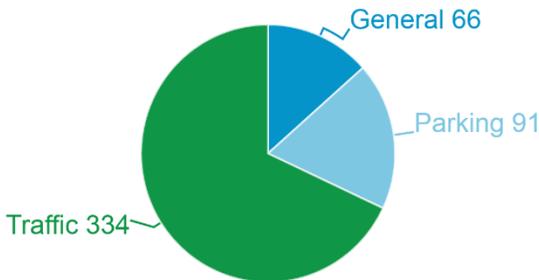
## Total cases filed in Castle Rock Municipal Court: 2020-2022



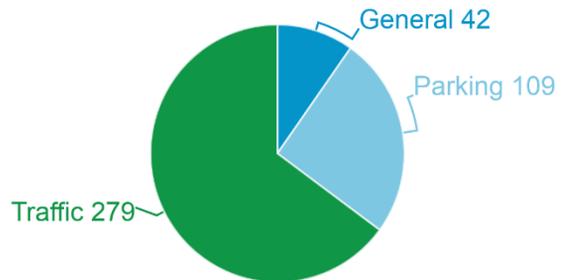
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2020	356	331	254	98	203	161	277	142	138	87	229	135	3,639
2021	135	138	222	191	264	331	127	200	121	147	193	88	2,411
2022	98	106	236										

## Total cases filed in CR Municipal Court by type YTD: Mar. 2021 vs. Mar. 2022

2021 YTD



2022 YTD



Create and publish your infographic



CR

# Key Accomplishments

- ▶ In March, Community Relations supported the Pavement Maintenance Program open house.
- ▶ The team also completed **five** publications: Outlook magazine, Your Town Talk newsletter, PMP mailer, PMP letter and dedicated truck route postcard
- ▶ Additionally, Community Relations responded to **five** media requests and met with the new Castle Rock News-Press reporter covering the Town

Staff during March issued news releases about:

- ▶ [Enter to win a lawn makeover worth \\$8,000 in Castle Rock Water's ColoradoScape contest](#)
- ▶ [Join effort to restore creek banks: Earth Day willow harvest and planting April 16](#)
- ▶ [Work underway to bring innovative, inclusive playground to Butterfield Crossing Park](#)
- ▶ Annual pavement maintenance focuses on southern Castle Rock; public open house set for March 24
- ▶ [Volunteer Castle Rock: New web feature helps community give back](#)
- ▶ [Permits or reservations required for some uses of parks, trails and recreation facilities](#)

*Hyperlinked items were available as of April 6*

# COMMUNITY RELATIONS



## Community Relations ■ March 2022 Report

### MEDIA

**6**   
Media Requests

### TRADITIONAL OUTREACH

**11**   
Communications  
Plans, year to date

**8**   
News Releases  
Distributed

### ONLINE OUTREACH

**151**  
Webpages  
Approved



**52**  
Calendar Items  
Approved

**0**   
Fact or Fiction  
Questions Published

### GRAPHICS

**67**   
Visuals Created

**4**   
Videos Completed

**5**   
Publications  
Completed

### SOCIAL MEDIA OUTREACH



**132**  
Social Media  
Updates



**26**   
Questions Answered  
on Social Media

 **Facebook**  
A **Top Post** 

**22,744**  
Followers

The traffic plan for the In-N-Out grand opening was the most popular post, reaching 43,100 people with 891 reactions and 169 shares.

### SOCIAL MEDIA REVIEW

**7,863**  
Followers

 **Top Post**

A "we get to live here" post showcasing Downtown with The Rock in the background reached 4,694 people with 400 likes and 20 shares.

**Instagram** 

 **Nextdoor**

**Top Post** 

**34,913**  
Total members

The traffic plan for In-N-Out's grand opening was the most popular post, reaching 4,086 people with 12 reactions and 27 comments.

**9,403**  
Followers

**Top Tweet** 

**Twitter** 

A tweet about the traffic plan for In-N-Out's grand opening was the most popular with 4,596 impressions, 16 likes and 8 retweets.



HR

# Key Accomplishments

Human Resources sat on **six** interview panels:

- Building Inspector
- Assistant Town Attorney
- Construction Inspector
- Recreation Specialist
- Water Plant Operator
- Permit Specialist

# HUMAN RESOURCES

Welcome!

## Employee Orientation

Six new full-time employees came on board during March

Congratulations!

## Performance Evaluations

HR on **Apr. 8** provided a report to departments regarding performance evaluation due dates, to help supervisors ensure timely completion of employees' performance evaluations

HR in March reviewed **43** performance evaluations prior to their filing to ensure comments are consistent with ratings and that the Town's performance management standards are being met

Thank you!

## Employee Recognition

There were **three** recognitions in March

Well done!

## Training

HR hosted Conflict that Counts led by Zoe Training Resources on March 17